

Name: [Redacted] *Lloyd*

Address: [Redacted] *Abbotswood Road*

Town: [Redacted]

City: *Brockworth* Post Code: *GL3* [Redacted]

Date: *27/06/13*

Tel no: [Redacted]

email address: [Redacted]

Reviews
Proclene Limited
88 Longhorn Avenue
Gloucester
GL1 2BZ
Phone: 0800 488 0117
Fax: 01452 303 612
email: reviews@proclene.com
www.proclene.com

What service/s did we carry out?
 Carpet Cleaning
 Upholstery Cleaning - Fabric
 Upholstery Cleaning - Leather
 Upholstery Cleaning - Antique
 Mattress Cleaning
 Curtain Cleaning
 Stain Protection
 Rug Cleaning
 Stain Removal
 Odour Removal
 Sanitised Cleaning

Why did you choose us?
Good value for money.

Did we give an honest indication of results that could be expected?

How was our customer service?
 Very Bad
 Bad
 Poor
 OK
 Fair
 Good
 Very Good
 Excellent
 Outstanding

Why the above?

What do you think about the finished results?
 Very Bad
 Bad
 Poor
 OK
 Fair
 Good
 Very Good
 Excellent
 Outstanding

Why the above?

Have you used a carpet cleaning company previously?
Yes / NO

How have we compared?

Much Worse	Worse	Same	Better	Much Better

 Why the above?

How happy would you be to recommend us to family & friends?
 Definitely Not 1/2/3/4/5/6/7/8/9/10/10+ ^{Highly Recommended}

Would you use Proclene again?
 Definitely Not 1/2/3/4/5/6/7/8/9/10/10+ ^{Only You}

What could we change to make your experience with us better?

What would you like to say, to our potential customers?
The service was excellent and the carpets were brilliantly clean. Very happy!

(If you require more space please write on back of form)
 Thank you for taking the time to fill in this review

Can our potential customers contact you to confirm what you have written about us?
 YES / NO (circle your choice)